

Jeff and Debbie Golladay
JJFG@aol.com
dgollagay@ftb.com
374 Brookridge Drive
Cordova, TN 38018

Susan Gosney

Earnest Goens
2241 Riverway Drive
Old Hickory, TN 37138

Bob and Beverly Geldreich
111 Breckenridge Road
Franklin, TN 37067

Sherita Hardman
905 Magnolia Drive
Franklin, TN 37064

Barbara Hadden
Richard Hadden
rdhadden@comcast.net
820 Hillview Heights S2
Nashville, TN 37204

Viv Hammond
633 Fernwood Road
Knoxville, TN 37923

Carol Hamlet
6355 Wintergreen Road
Morristown, TN 37814

Arlene Harrell
3000 Simmons Avenue
Nashville, TN 37211

Edith Hinkle
3000 Simmons Avenue
Nashville, TN 37211

Susan Gayle Hinkle
256 Collier Avenue
Nashville, TN 37211

Mandy Holmes
447 Huntington Ridge Drive
Nashville, TN 37211

Julie Holeman
holemaju@yahoo.com

Caroline Hopkins^{rs}
148 Village Way
Clarksville, TN 37043

Michelle Buch Holz

Ruth Ann Huff
Rrann2768@aol.com

Bobby Huff
3109 Spears Road
Nashville, TN 37207

Colleen Isbell
284 Phillips Road
Brighton, TN 38011

Kate Kanies
KDriskK@aol.com
715 Ortega Road
Nashville, TN 37214

Shari Koeper
skoeper@bellsouth.net

Ernestine Loafmon
ELoafman@tmail.com
PO Box 797
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Mildred Lancaster
103 Hickory Way N
Hendersonville, TN 37075

Amanda Landers
2240 Smith Park Blvd
Murfreesboro, TN 37128

Linda Lane
LSLanel@msn.com
1020 Floy Lane
Ashland City, TN 37015

Tori Little
7785 Hwy 51
Brighton, TN 38111

Diana Lombardo
50 Cedar Point Road
Atoka, TN 38004

RECEIVED
2005 JAN 28 AM 12:11
T.R.A. DOCKET ROOM

Dominic Analco
414 Bakertown Road
Antioch, TN 37013

Kathy Adams
557 Janice Drive
Antioch, TN 37013

Lynn Andrick
8204 Stratton Wood Circle
Knoxville, TN 37919

Julie Aalski
PO Box 110184
Nashville, TN 37222

Lisa Akers
827 Danby Street
Kingsport, TN 37665

Kent Bessee
209 Fairway Drive
Nashville, TN 37214
Rumph01@comcast.net

Jane Bills
1883 Bear Creek
Columbia TN 38401

Victoria Blalock
vihib1@earthlink.net

Wyndi Brock
1031 Bradford Place
Joelton, TN 37080

Patty Breakley
152 Lauren Drive
White House, TN 37188

Tracey Butts
4015 Travis Drive 103
Nashville TN 37211

Mary Bodhaine
544 Ocala Drive
Nashville, TN 37211

Joan Bennett
124 Brookridge Trail
Nashville, TN 37211

Adria Bonds
1345 Apple Valley Road
Madison, TN 37115

Martha Sue Cain
billcain@edge.net

Judith P. Cobb
5120 Singing Hills Drive
Antioch, TN 37013

Kim Cope
180 Wallace Road Apt V-6
Nashville, TN 37211

George Davis
3115 Spears Road
Nashville, TN 37207

Debbie Devone
debbiedevone@comcast.net
5120 Singing Hills Drive
Antioch, TN 37013

Karen Denisk
689 West Creek Drive
Clarksville, TN 37040

Anita B Dungan
PO Box 1309
Dandridge, TN 37725

Spencer Echo
3847 Lake Aire Drive
Nashville, TN 37217

Valerie Fox
2715 Tollie Road
Thompsons Station, TN 37179

Annette Fehland
4719 Seminary Road
Smyrna, TN 37167

Jannette Gaines
1 Eagle Landing
Erwin, TN 37650

Florence Gilmore
PO Box 1531
Millington, TN 38083

Jim Minogue
Jminogue77@aol.com
Kathy Minogue
kminogue@cctenn.org
256 St Amlry Park Lane
Franklin, TN 37065

Helen Massia
84 Tusculum Roas
Antioch, TN 37013

Janice Martin
Jmartin-52@comcast.net
277 Coral Court
Antioch, TN 37013

Angie Martin
1235 Yell Road
Lewisburg, TN

Jacquiline O Mercodas
986 Bobcat Drive
Clarksville, TN 37042

Kenneth Mathis
Pat Mathis
1034 Cindy Drive
Cookeville, TN 38506

Karyn Menck
8367 Greenvale Drive
Nashville, TN 37221

Deborah L Musick
400 Church Road
Hall Branch, TN 37656

Sharon Myers
3112 S Grundy Quarles Hwy
Gainesboro, TN 38562

Patti McCormick
Brookfield, WI 53045

Nancy Northern
615 Frankfort Drive
Nashville, TN 37076

Isaac Okoreeh-Baah

Martha Osborne
1319 Rambo Hallow Road

Lewisburg, TN 37091

Carolyn Ponder
1000 Mt Hebron Lane
Franklin, TN 37064

Deborah Parman
133 Cottonwood Circle
Franklin, TN 32069

Gwen Pace
Fax 615-889-1811
151 Thistle Lane
Hermitage, TN 37076
Gpace88374@aol.com

Jack Pipa
3843 Country Park Lane
Mufreesboro, TN 37128

Carla Rutkowski
NCOA
3761 Nolensville Road
Nashville, TN 37211

Thom Roberts
400 Deaderick Street, 11th Floor
Nashville, TN 37243

Lyman Schmidt
4215 Lealand Lane
Nashville, TN 37204

Johnny Street
2930 Leatherwood Drive
Nashville, TN 37214

Etha Jean Smartt
931-433-5751
Would like to be considered for a trial
participant if a trial is done in Tennessee

John L Smith
5571 Pettus Road
Antioch, TN 37013

Mr and Mrs Harold Smith
912 Apple Valley Road
Madison, TN 37115

Jason Sloan
3805 Katherine Street

Nashville, TN 37216

Diana Tipton
2878 Hickory Road
Straw Plains, TN 37873

Nelda Twitchel
NRTWITCHEL@aol.com

Judy Thomas
ttjt@comcast.net

Tommy Thomas
ttjt@comcast.net

Mike Turner
MTurnip13@aol.com

Paula Winkler
GRRASTELLI@prodigy.net

Rebecca Walls
indiangrl@aol.com
7229 Bird Bark Drive
Nashville, TN 37221

Stephanie Witt
3077 Sycamore View Road
Bartlett, TN 38134

Kay Wells
4015 Travis Drive 103
Nashville TN 37211

Daisy Westbrook
2811 Cooper Lane
Nashville, TN 37216

Jane Wiley
2457 Highway 88 West
Halls, TN 38040

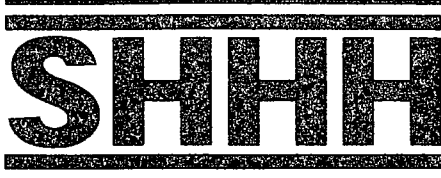
Brock Wilson
685 State Rt 46N
Columbia City, TN 37050

Reginald Woffard
276 Lafayette Road
Collierville, TN 37042

Nancy Young

Unreadable name
Resident
1138 Timberwood Drive
Gallatin, TN 37066

Unreadable name
Resident
719 Harpeth Trace
Nashville, TN 37221



www.hearingloss.org



NaSHHHville

Self Help for Hard of Hearing People

Nashville Chapter Newsletter

website <http://pages.ivillage.com/nashvilleshhh/>

Tennessee Regulatory Authority
c/o Ms. Miki Murphy
Director, TDAP
460 James Robertson Parkway
Nashville, TN 37243

October 8, 2004

RECEIVED
TDAP

Dear Ms. Murphy:

Self Help for Hard of Hearing People, Inc, Nashville Chapter, members, their friends and relatives of oral deaf and hard of hearing people support bringing CapTel service to the State of Tennessee. We firmly believe CapTel will allow deaf and hard of hearing individuals to have more "normal" telephone conversations and that is very important to us as this service will enable the deaf and hard of hearing community to participate more fully in our society as citizens of equal value.

Name:

Address:

1. Angie Martin 1235 Yell Rd. Lewisburg
931-352-5114
2. Annette Fehband 4719 Seminary Rd Smyrna TN 37166
615-451-0503
3. Carla Rutkowski Nashville Resource Ctr 615-834-0094
3761 Nolensville Rd Nashville, TN 37111
4. Daisy Westbrook 2911 Cooper Lane Nashville TN 37216
5. Ernesta Kern 2211 R. A. Roberts Nashville TN 37216
6. Martha Johnson 1317 Franklin Rd Nashville TN 37216
7. June White 1465 S. Riverside Rd Nashville TN 37216
8. Kay Wells 4611 Seaview Dr. 103 Nashville TN 37216
9. Grace Smith 405 S. ... 103 Nashville TN 37216
10. Camden Hopkin 148 Village Way Nashville TN 37216

NAME

ADDRESS

11. Jacqueline Lomercado 986 Robert Dr Clarksville TN 37042
12. Patty Bralley 152 Laurel Dr White House, TN 37188
13. Le C Hays listed unreachable name ~~unreadable~~ 138 Timberwood dr. Gallatin TN 37066
14. Gene M... listed unreachable name 719 Harpeth TRACE NASH TN 37224
15. George L. Davis, Jr 3115-Spears Rd Nash, TN 37207
16. Spencer Carter? Echo 3847 Lake Aire Dr. Nock TN 37217
17. Nancy Nothman 615 Grantport Dr - Nash 37076
18. Bobby Huff 3109 Spears Rd Nash 37207
19. AUNE B SMITH 912 APPLE-VALLEY RD MADISON TN 371
20. HAROLD B SMITH SAME
21. John L Smith 5571 Petrus Rd. Antioch TN 370
22. Brock Wilson 685 State Rt 46N Cumb. City, TN 370
23. ~~Mildred Lancaster~~ 103 HICKORY Way N Henderson TN 37075
24. ~~Helen Massie~~ 84 Tusculum Rd Antioch TN 370
- 25.
- 26.
- 27.
- 28.
- 29.
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.

Tennessee Regulatory Authority
Ms. Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

September 19, 2004

Dear Ms. Murphy:

Self Help for Hard of Hearing People, Inc Nashville Chapter, members, their friends and relatives of oral deaf and hard of hearing people support bringing CapTel service to the State of Tennessee. We firmly believe CapTel will allow deaf and hard of hearing individuals to have more "normal" telephone conversations and that is very important to us as this service will enable the deaf and hard of hearing community to participate more fully in our society.

Name:

Address:

1. Richard Hadden 820 Hillview Heights - S-2 ✓
Nashville, TN 37204
2. Rebecca Walls 7229 Birch Bark DR Nash. TN 37221 ✓
3. Mary Bodhaine 544 Ocala Dr. Nashville, Tenn. 37211 ✓
4. Jason Sloan 3805 Katherine St NASHVILLE TN 37216 ✓
5. Linda Lane 1020 Floy Ln Ashland City, TN 37015 ✓
6. Johnny Street 2930 Leatherwood Dr Nash TN 3721 ✓
7. Wyndi Brock 1031 Bradford Pl, Joelton, TN 37080 ✓
8. Kate Kanies 715 Ortega Rd, Nashville, TN 37214 ✓
9. Ernestine Hoasman PO Box 997, Greenbrier, TN 37073 ✓
10. Pat Mathis 1034 Cindy Dr Cockeville TN 38506 ✓

11. Kenneth Mathis 1034 Cindy Dr. Cookeville TN 38506
12. Carolyn Ponder 1000 Mt. Hebron Ln Franklin, TN 37064
13. Debbie Devore 5120 Singing Hills Dr Antioch TN 37013
14. Judith Cobb 5120 Singing Hills Dr Antioch TN 37013
15. Adria Bonds 1345 Apple Valley Rd. Madison, TN 37115
16. Jack Pipe 3843 Country Park Lane, M'boro, TN 37128
17. Jim Minogue 2555 Stanley Park Lane Franklin, TN 37068
18. Dominic Arisco 414 Bakestown Rd Antioch TN 37013
19. Kim Cope 180 Wallace Rd Apt V-6 Nash, TN 37211
20. Mandy Holmes 447 Huntinghill Ridge Dr. Nashville, TN 37211
21. Sherita Harrisman 905 Magnolia Dr, Franklin, TN 37064
22. Kathy Adams 557 JANICE DR Antioch TN 37013
23. Sharon Myers 3112 S. Grundy Charles Hwy Knoxville Tennessee 37562
24. Karyn Merck 8367 Greenvale Dr. Nashville, TN 37221
25. Valerie Fox 2715 Tolliver Thompson Station, TN 37179
26. Janice Martin 277 Coral Court, Antioch, TN 37013
27. Gayle Hinkle 256 COCKER AVE Nashville, TN 37203
28. Bob & Beverly Greulich 111 Breckenridge Rd, Franklin, TN 37068
29. Arlene H. Harrell 3000 Simmons Ave. Nashville, TN 37203
30. Edith M. Hinkle 3000 Simmons Ave Nashville, TN 37203
- 31
- 32

✓

Date: 10-14-04


Tennessee Regulatory Authority
c/o Ms. Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

I am writing to express my thoughts on the captioned telephone CapTel.

As an oral hearing impaired individual, I truly believe CapTel will enable me to communicate over the phone more efficiently. It is hard to make a call over the TTY relay service can be "too slow" and many hearing people on the other end of the phone get impatient very quickly, which is frustrating for me as well. Some individuals panic at the word, "relay" and hang up or say, "I don't have time for this call." After reading more about CapTel, I believe CapTel will allow deaf and hard of hearing individuals experience a more "normal" conversation and that is very important to me.

As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly, 
(Sign) ERNEST GOENS

(Print Name) 2241 RIVERWAY DR.
(Address) OLD HICKORY TN.
37138

Tennessee Regulatory Authority
c/o Miki Murphy
Director of Telecommunications Devices Access Program

August 16, 2004

Dear Miki,

"Go CapTel in Tennessee!" As a resident of Tennessee, I am writing to express my thoughts on an excellent service, CapTel. As an oral deaf individual, I truly believe CapTel will enable me to communicate over the phone more efficiently and have a more "normal" conversation. I can envision CapTel raising the quality of life and saving jobs for individuals whose hearing loss is progressively decreasing.

My hearing loss began at age ten, but I have been profoundly deaf the past 25 years. Previous to my cochlear implant activation in August 2002, 95% of my phone calls were through VCO relay service. I constantly needed to advocate on these VCO relay calls because the person answering panics and hangs up or asks for someone else to talk or says, "I don't have time for this call." The one instance that I called VCO relay regarding a duplicate driver's license renewal, the clerk on being informed this was a relay call informed me to call back via TTY. I said, "Why should I when I am talking to you?" The clerk said, "OK, go ahead." But this is an example of ignorance where education is lacking in orientation and clearly frustration to both parties.

Of course, the advent of VCO relay service was a godsend as I could now make my own calls, whereas, previously, I had to ask a family member or friend to make a phone call. I tried the CapTel at the SHHH convention and excitement mounted as conversation was normal with only a 3-4 second delay in the captioning. Although I can currently hear and understand some people on the phone via the cochlear implant, people vary drastically in how they enunciate and speak. With the CapTel, I can speak and the captioning will confirm the word accuracy, thus preventing repetition. CapTel's exciting technology is compared to the advent of closed captioned TV and will foster additional rewards to the hearing impaired community.

If you have any questions or concerns, please contact me via email at gpace88374@aol.com
I hope we can find a way to bring CapTel to the State of Tennessee.

Yours Truly,



Gwendolyn Pace
Editor, NaSHHHville Newsletter
Nashville SHHH Chapter (Self Help for Hard of Hearing People, Inc)


August 3, 2004

Tennessee Regulatory Authority
c/o Miki Murphy, Director TDAP
560 James Robertson Parkway
Nashville, TN 37243

I have just heard about a program – CapTel – that is being considered in Tennessee. Although I am not hearing impaired myself, I have a very good friend who has been for 20 years and who has worked tirelessly on behalf of those who are. This program sounds like a God-send to me and would so much improve the quality of life of the hearing impaired, allowing them to enter more fully in the life of their communities. It is also a safety issue as this would allow them to receive messages that may impact their lives in any number of ways.

Please do all you can to bring this program to your state.

Thank you.


Patti McCormick
Brookfield, WI 53045

RECEIVED
TDAP
AUG 06 2004
TN REGULATORY AUTHORITY



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES
TENNESSEE COUNCIL FOR THE DEAF AND HARD OF HEARING**

**WWW.STATE.TN.US/HUMANSERV/TCDHH.HTM
CITIZENS PLAZA STATE OFFICE BUILDING, 11TH FLOOR
400 DEADERICK STREET**

NASHVILLE, TENNESSEE 37248-6000

Telephone: (615) 313-4918 ♦ TTY: 1-800-270-1349 ♦ Fax: (615) 741-6508 FAX

E-Mail: Thom.Roberts@state.tn.us

PHIL BREDESEN
Governor

VIRGINIA T. LODGE
Commissioner

July 29, 2004

Miki Murphy
c/o TRA/TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Miki:

During the last TCDHH Council Meeting, the representatives from CapTel came to demonstrate their equipment and discussed ways that it can be successful here in Tennessee as it has been in other states. We were quite impressed and enthusiastic regarding this new means of communication. The speakers were well prepared and able to answer all of our questions.

It is of my opinion, and that of many members of the Council, that CapTel services should be established here in Tennessee. Many Hard of Hearing individuals will benefit from this program. This tool can close the communication gap a bit more than other services and equipment that we currently use. Certainly, Tennessee should provide access to CapTel for citizens who require additional assistance when placing a call.

Please see this as my endorsement to your endeavors to establish CapTel in this state. May you and your staff be successful as you go through the process. If there is anything else that I can do for you or your staff to assist, please do not hesitate to let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "Thom Roberts", written over a horizontal line.

Thom Roberts

TR

RECEIVED
TDAP

AUG 02 2004

TN REGULATORY AUTHORITY

Anita B. Dungan
PO Box 1309
Dandridge, TN 37725-1309

June 23, 2004

RECEIVED
TDAP
JUL 22 2004
TN REGULATORY AUTHORITY

Tennessee Regulatory Authority
ATTN: Miki Murphy
460 James Robertson Parkway
Nashville, TN 37243

Good Morning,

I am writing to encourage the implementation and use of the CapTel phone in Tennessee. I understand that Sprint Relay is working with the Authority in trying to bring CapTel service to the State of Tennessee. Being a resident of this state, I think it would demonstrate a wonderful advancement in use of today's technology.

I have a son in CA who has a cochlear implant and is also a Disabled Vet from the USMC. He hates the TTY and this phone would be great. He has two toddlers that try to play with the TTY when he is trying to just "hear". I work for the federal government here in TN. My husband wears two hearing aids and finds it difficult to hear on cell phones and our special amplified phone. I had secured this phone from Harris Communications (deaf products) but he has difficulty hearing even with volume way up. Needless to say, we struggle thru what we are currently using and the use of the CapTel phone would be fantastic for many people in similar situations. I use the computer and TTYs to communicate with deaf friends but my family and others would find the CapTel phone an advanced assistant to keeping in touch.

Please get CapTel lined up for Tennessee. The technology is available and it would be wonderful to have. There are so many people with limited hearing that it would assist them in multiple ways. Thank you very much.

Respectfully,



Anita B. Dungan

✓
May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you

A handwritten signature in cursive script that reads "Bob Seldner". The signature is written in dark ink and is positioned below the "Thank you" text.

NaSHHHville Chapter

✓
May 8, 2004

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Thank you,

NaSHHHville Chapter

Susan Bosney

✓
May 8, 2004

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Thank you,

Debbie Devore

NaSHHHville Chapter

debbiedevore@comcast.net

✓
May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area* between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you,

Amendalyn Pace gpace 88374@aol.com

NaSHHHville Chapter

May 8, 2004

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Thank you,

Victoria A. Blalock

NaSHHHville Chapter

Vihibi@earthlink.net

✓
May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you,

NaSHHHville Chapter

Richard Hadden

rdhadden@comcast.net

May 8, 2004

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Thank you,

Ernestine Loggins - ELoggins@aol.com

NaSHHHville Chapter

May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you,

Paula Winkler
GRRASTELLI@prodigy.net
NaSHHHville Chapter

✓
May 8, 2004

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Thank you,

Kate Kanies

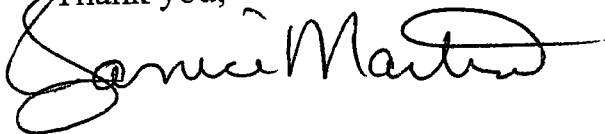
NaSHHHville Chapter

KDriskK@aol.com

✓
May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you,



NaSHHHville Chapter

Treasurer

email : jmartin-52 @ comcast.net

✓
May 8, 2004

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Thank you,

Yinda S. Lane
LSLane1@msn.com

NaSHHHville Chapter

May 8, 2004

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Thank you,

Judy Thomas

NaSHHHville Chapter

ttjt@comcast.net

May 8, 2004

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Thank you,

Sunny Monroe

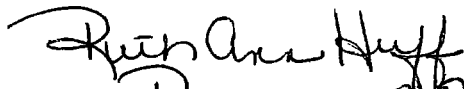
++j+@comcast.net

NaSHHHville Chapter

May 8, 2004

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Thank you,


Rrann2768@Aol.Com
NaSHHHville Chapter

May 8, 2004

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Thank you,

Beverly Goldreich
NaSHHHville Chapter Secretary

✓
May 8, 2004

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Thank you,

Kent Bessee

NaSHHHville Chapter

Kent Bessee

209 Fairway Dr.

Nashville, TN 37214

rumph01@comcast.net

✓
May 8, 2004

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Thank you,

Rebecca Walls

~~rebecca~~ Indianagrl4@aol.com
NaSHHHville Chapter

✓
May 8, 2004

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Thank you,

Martha Sue Cain *billcain@edge.net*

NaSHHHville Chapter

✓✓
May 8, 2004

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Thank you,

Jan + Mary

JMINOGUE77@AOL.COM

NaSHHHville Chapter

Kathy Minogue

Kminogue@cc.tenn.org

May 8, 2004

I have seen how the Sprint CapTel telephone works and I was very impressed with how well it did. CapTel is not perfect, but I can see how it would help me tremendously. I am hard of hearing. I live in a gray area between the Deaf World and Hearing World. I have no desire to use a TDD and relay service every time I wish to use the phone, because I can hear some, but I can't rely on just an amplifier on a regular phone to make a person's voice clear either. CapTel can give me the independence to make all of my personal and business calls. I would be able to understand what the recording said when it said Press 1 for.... Press 2 for.... Until I used this phone I couldn't make those calls, and had to rely on someone else or the relay service to do it for me. I am writing to you today to request that the CapTel service be made available in Tennessee. I have many friends like myself who would benefit from this service.

Thank you,

Gwendolyn Lancaster

NaSHHHville Chapter

May 8, 2004

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Thank you,

A handwritten signature in cursive script that reads "Johnny Street". The signature is written in black ink and is positioned below the "Thank you," text.

NaSHHHville Chapter

✓
May 8, 2004

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Thank you,

Shawn Koepfer
SKOEPER@BELLSOUTH.NET
NaSHHHville Chapter

May 8, 2004

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Thank you,

Kathy Menogian
J. Smith on behalf

NaSHHHville Chapter

May 8, 2004

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Thank you,

Barbara Hadden

NaSHHHville Chapter

✓
September 19, 2004

Tennessee Regulatory Authority
Ms Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

I am writing to express my thoughts on the captioned telephone, CapTel.

As an oral hearing impaired individual, I truly believe CapTel will enable me to communicate over the phone more efficiently. It is hard to make a call over the TTY relay service because it is "too slow" and many hearing people on the other end of the phone get impatient very quickly which is frustrating for me as well. Some individuals will panic at the word, 'relay' and hang up or say, "I don't have time for this call." After reading more about CapTel, I believe CapTel will allow deaf and hard of hearing individuals to have a more "normal" conversation and that is very important to me.

As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly,

Susan Gayle Hinkle
256 Collier Ave
Nashville, TN 37211

September 19, 2004

Tennessee Regulatory Authority
Ms Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

I am writing to express my thoughts on the captioned telephone, CapTel.

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As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly,

Judith P. Cobb

JUDITH P. COBB

5120 SINGING HILLS DR

ANTIÖCH, TN 37013

✓
September 19, 2004

Tennessee Regulatory Authority
Ms Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

I am writing to express my thoughts on the captioned telephone, CapTel.

~~my mother is~~
As an oral hearing impaired individual, I truly believe CapTel will enable ~~her~~ to communicate over the phone more efficiently. It is hard to make a call over the TTY relay service because it is "too slow" and many hearing people on the other end of the phone get impatient very quickly which is frustrating for me as well. Some individuals will panic at the word, "relay" and hang up or say, "I don't have time for this call." After reading more about CapTel, I believe CapTel will allow deaf and hard of hearing individuals to have a more "normal" conversation and that is very important to me.

As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly,

Wyndi Brock

Wyndi Brock
1031 Bradford Pl.
Joelton, TN 37080

✓
September 19, 2004

Tennessee Regulatory Authority
Ms Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

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As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly,

Bob and Beverly Melnick
111 Breckenridge Rd.
Franklin, TN 37067-5805

Oct. 15, 2004

Tennessee Regulatory Authority
Attn: Miki Murphy
Director of TDAP
460 James Robertson Pkwy.
Nashville, TN 37243

Dear Tennessee Regulatory Authority:

I am writing to express my thoughts on the captioned telephone, CapTel. As a healthcare professional I'd very much like to see this valuable service brought to Tennessee. With the TTY system, relay service can be so slow that it becomes frustrating for both the hearing impaired and those with normal hearing. After reading about CapTel, I believe it would enable deaf and hard-of-hearing individuals experience a more 'normal' conversation and provide them access to the same type information which those of us with normal hearing take for granted. I sincerely hope you'll consider CapTel a benefit to us all.

Kindest regards,

Carla Rutkowski, LPN

Carla Rutkowski, LPN

NCOA/Nashville Resource Center

3761 Nolensville Rd.

Nashville, Tn 37211

RECEIVED
TDAP

OCT 19 2004

TN REGULATORY AUTHORITY

RECEIVED
CONSUMER SERVICES DIVISION

OCT 26 2004

Date: 10-15-2004

TN REGULATORY AUTHORITY

Tennessee Regulatory Authority
c/o Ms. Miki Murphy,
Director of TDAP
460 James Robertson Parkway
Nashville, TN 37243

Dear Ms. Murphy:

I am writing to express my thoughts on the captioned telephone CapTel.

As an oral hearing impaired individual, I truly believe CapTel will enable me to communicate over the phone more efficiently. It is hard to make a call over the TTY relay service can be "too slow" and many hearing people on the other end of the phone get impatient very quickly, which is frustrating for me as well. Some individuals panic at the word, "relay" and hang up or say, "I don't have time for this call." After reading more about CapTel, I believe CapTel will allow deaf and hard of hearing individuals experience a more "normal" conversation and that is very important to me.

As a resident of Tennessee, I would very much like to see this valuable service brought to Tennessee. People should have the right to access the same information that hearing people take for granted. This enables them to participate more fully in our society as citizens of equal value.

Yours Truly,

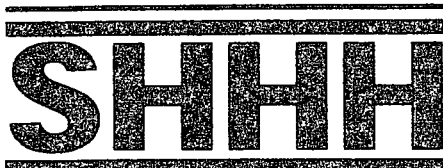
Joan H. Bennett
(Sign)

(Print Name)

(Address)

JOAN H. Bennett
124 Brookridge TRAIL
Nashville, TN. 37211

I just wanted to let you know that I wear
Hearing Aids in Both ears but I still can't
hear all that is said on the phone. It would really
like me.



www.hearingloss.org



NaSHHHville

Self Help for Hard of Hearing People

Nashville Chapter Newsletter

website: <http://pages.ivillage.com/nashvilleshhh/>

Tennessee Regulatory Authority
c/o Ms. Miki Murphy
Director, TDAP
460 James Robertson Parkway
Nashville, TN 37243

November 13, 2004
 RECEIVED
 TDAP

NOV 22 2004

TN REGULATORY AUTHORITY

Dear Ms. Murphy:

Self Help for Hard of Hearing People, Inc, Nashville Chapter, members, their friends and relatives of oral deaf and hard of hearing people support bringing CapTel service to the State of Tennessee. We firmly believe CapTel will allow deaf and hard of hearing individuals to have more "normal" telephone conversations and that is very important to us as this service will enable the deaf and hard of hearing community to participate more fully in our society as citizens of equal value.

Name:

Address:

1. Amanda Landrum ✓
2. Ellen DeLoach ✓
3. Diana Lombardo ✓
4. Lynn Andrick ✓
5. Julie Ciesci ✓
6. Florence Gilmer ✓
7. Toni Little ✓
8. Lyman Schmidt ✓
9. Stephanie W. H. ✓
10. Deborah L. Musick ✓

- 2240 Smith Park Blvd
 M'boro TN 37128
- 284 Phillips Rd
 Brighton, TN 38011
- 50 Cedar Point Rd.
 Otter Creek, TN 38004
- 8204 Stratton Wood Cir.
 Knoxville TN 37919
- P.O. Box 110184, Nashville, TN
- P.O. Box 1531 Millington, TN 38083
- 7785 Hwy 51 Bright, TN 38111
- 4215 Lealand Ln, Nashville TN 37211
- 3077 Sycamore View Rd, Bartlett
 TN 38134
- 400 Church Rd. Hall Branch, TN 37624

11. Karen Denish ✓

689 W. Creek Dr Clarksville TN
37040

12. JANE WILEY ✓

2457 HIGHWAY 88 WEST
HAUS, TENN. 38040

13. Janette Gaines ✓

1 Eagle Landing
Erwin, TN 37650

14 Lisa Akers ✓

827 Danbury St. Kingsport TN 37665

15. Reginald Wofford ✓

276 Lafayette Rd. C-ville TN.
37042

16. Carol Hamlet ✓

6355 Wintergreen Rd
Monroeville TN 37514

17. Diana Jyston

2878 Hickory Rd., straw Plains, TN 37514

18. Deborah Parnen

133 Cottonwood Circle Frankl. n TN
37032

19.

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From: "vivica hammond" <happytrails16@comcast.net>
To: "Miki Murphy" <Miki.Murphy@state.tn.us>
Date: 10/22/2004 9:07 14 AM
Subject: Re: CapTel in TN?? PLEASE??!!

Thank you so very much for your work in getting CapTel in Tennessee. PLEASE keep me updated on progress and send me anything I can do to help you

Here is my mailing address

Viv Hammond
633 Fernwood Road
Knoxville, TN 37923


Again, THANK YOU!!!!!!!!!!!!

Sincerely, Viv Hammond

----- Original Message -----

From: "Miki Murphy" <Miki.Murphy@state.tn.us>
To: <happytrails16@comcast.net>
Sent: Friday, October 22, 2004 9:14 AM
Subject: Re: CapTel in TN?? PLEASE??!!

> Good morning Ms Hammond,
> It seems as though you have the same thought process as many other
> Tennesseans, get CapTel to Tennessee. I happen to be one of the other
> Tennesseans that think that CapTel needs to be here!
>
> Currently, we have MCI Global Relay as our main relay provider in the
> state, your information is correct in that MCI cannot provide CapTel
> However, we are currently awaiting approval to go to Request For
> Proposal (RFP) to bring CapTel to the state by opening a separate
> contract for CapTel services. This is not a service that will need to
> be voted in by Legislature, as it is paid for out of other funding and
> is a service that provides accessibility to the telephone network
>
> I am fairly new to the Tennessee Regulatory Authority but have been
> pushing for CapTel since my beginning employment here. The process to
> bring the service to Tennessee is a long one and is still in the
> infancy stages. For now, I will use your email as a letter of support
> for CapTel. If there is further action that needs to be taken I will
> keep you on a mailing list and I will inform you if or when it is
> necessary to take such action. Will you please send me your mailing
> address so that I can add you to our mailing list?
>
> Thank you,
> Miki Murphy
> TDAP Coordinator
>
>
> >>> "vivica hammond" <happytrails16@comcast.net> 10/21/2004 5:39:25 PM
> >>>
> Dear Miki Murphy,
> I am very hard of hearing. I have waited for YEARS to
> get
> a captioned telephone made available for us who are very limited when



> we
> cannot use the telephone I have attended several SHHH (Self Help for
> Hard
> of Hearing)conventions and was so excited a few years ago to see that
> CAPTEL, by Unitech was coming on the market! Last year, I wondered why
> we
> were not able to get it yet in Tennessee and they informed me that
> Tennessee
> does not have the relay service yet in their state for them to carry
> it I
> was sooooo disappointed! I have since found out that over half the
> states
> in our country have this service I am hoping that Tennessee might be
> the
> next state!
> What do we have to do to get it????!!!! I understand
> it
> has to be voted on in the state legislature I am trying to gather
> some
> information to give to the two representatives that I know in our
> district
> who represent us in the state legislature But I would greatly
> appreciate
> if you could give me more information to better equip them, me, and
> others
> in my hard of hearing support group who also are awaiting captioned
> telephones!
> Please let me know the steps that need to be taken,
> information I need to pass on and to whom, and what one person can do
> to get
> this service Thank you for all the help you can send my way. I
> appreciate
> what you are doing to help the hard of hearing community and citizens
> of our
> great state of Tennessee! Sincerely, Viv Hammond
>

From: <skoeper@bellsouth.net>
To: "Miki Murphy" <Miki.Murphy@state tn us>
Date: 7/29/2004 7 26 53 PM
Subject: Re: CapTel Status in Tennessee?

Hello Miki,

This is Shari Koeper and I wanna tell you, Tennessee NEEDS the Captel Service! *smile*

I have been living in Alabama for the last year and this state has the Captel service. I love this phone! In fact, without it I really don't know how I would function as far as phone use goes

Now you may wonder WHY someone who formerly lived in Tennessee, now living in Alabama would even care if Tennessee has this service it's because my husband has been laid off from his job and actively seeking employment in Nashville again. Our hopes and dreams and prayers have us living back in Nashville with all the wonderful friends we've made The ONLY thing I would miss about Alabama is the Captel phone, which has opened a whole world for me as far as independence and communication

I sincerely hope that Tennessee will be a providing state for when we move back It seems ironic that Alabama, which is really behind Tennessee in every way, would be advanced with the Captel service This seems to say that Tennessee is lagging as far how well they are keeping up with technology for their hoh citizens

I would be happy to assist in any way I can to promote this service in Tennessee Please let me know what I can do)

Thanks,

Shari Koeper

P S I sure do miss seeing your smiling face! Hope all is well with you)

----- Original Message -----

From: Miki Murphy

To: GPace88374@aol.com

Cc: Dottie.Cartrite@mail.sprint.com ; kevstitle@prodigy.net ; Thom Roberts ; john.kinstler@ultratec.com , pam.holmes@ultratec.com

Sent: Tuesday, July 27, 2004 8 12 AM

Subject: Re: CapTel Status in Tennessee?

Hello Gwen!

I'm happy to tell you the status of Captel in Tennessee; as of today the TRA is in the beginning stages of setting up the opportunity for Captel to come to Tennessee. The process will not be a short and easy process, as with all state contracts, we must go through the bidding process and contracting process.

As there is not a specific date set for the release of information regarding bid proposals, we are working toward that goal!

I do have copies of letters from the SHHH to Sprint Captel, it would be of great benefit to have letters from you all to the TRA, you can address them to me I will be able to pass them along as community

support of the service

Thank you and have a great day!
miki

>>> <GPace88374@aol.com> 7/26/2004 12:43:59 PM >>>

Maggie Schoolar,
Sprint Government Account Executive responsible for CapTel in
Tennessee

Miki Murphy, Director of TDAP

Hello Everyone,
Congratulation Miki on your new appointment at State. Happy summer
vacations to all of you. It has been a quiet three months since last
correspondence
regarding CapTel approval in Tennessee. Can you please inform me of the
current
status?
It is my understanding the this issue is currently before the Public
Service
Commission. Is there a contact name? What can SHHH members do at this
time?

Sixteen members of the Nashville SHHH Chapter attended the SHHH
Convention in
Omaha, NB June 9-10. In addition to an Ultratec CapTel training class
presented by John Kinstler and Pam Holmes, CapTel trial telephone calls
were very
popular with attendees in the exhibit hall. In addition to CapTel
providing
independence, it was noted many jobs could be saved for individuals
experiencing
the trauma of hearing loss at work.

Any updated information from anyone would be appreciated so that we
can
correlate a plan of action with our chapter members. Thank You!!

Gwen Pace
Editor, NaSHHHville Newsletter

From: <michellebuchholz@comcast.net>
To: "Kevin Mocello" <Kevin.Mocello@ultratec.com>
Date: 12/7/2004 1 07 08 PM
Subject: Re: CapTel in TN

Good Afternoon, Kevin,

I think CapTel is a great service! It has definitely restored my independence and has enabled me to work in settings that I could not have worked in before. I will be lost without it when I move. That is, until CapTel becomes available in TN.

Hopefully, implementation of the CapTel service will not be long from the RFP. You mention that distribution of equipment has not yet been established. To the best of your knowledge, could you tell me if I would be eligible to receive a CapTel since I've met requirements for the equipment here in FL? If so, would there be a waiting list or would I be able to receive a CapTel as soon as service is implemented? If not, is it possible to buy the CapTel that I currently have from the state of FL so that I may use it in TN?

In hopes of directing this question to the appropriate party, I've also cc'ed Miki and Maggie in this correspondence.

Thank you for your prompt response and the information you have provided me with... it is greatly appreciated!

Michelle

----- Original message -----

> Dear Michelle,

>

> Thank you for your interest in CapTel service in Tennessee. We are glad to hear
> that the CapTel telephone has been so useful to you in Florida.

>

> Unfortunately, you are correct that Tennessee does not offer CapTel service at
> this time. We do have good news, though! The state of Tennessee is intending to
> start the process of implementing CapTel service in January 2005 with the
> issuance of a Request for Proposals (RFP). The state will make many decisions
> during this process, including when service will begin and how distribution of
> equipment will be managed. As time passes, more details will become available
> from the Tennessee Public Utilities Commission.

>

> Here are some contacts that may be able to offer further detail and guidance to
> you. Miki Murphy at miki.murphy@state.tn.us (an advocate) and Maggie Schoolar,
> a Sprint Sales Manager, at maggie.schoolar@mail.sprint.com. In addition, we
> will add you to our list of those that have expressed an interest in CapTel
> service in Tennessee and you will be notified when service is officially
> available in Tennessee.

>

> Please feel free to contact us if you have any additional questions.

>

> Sincerely,

>

>

> Kevin Mocello
> CapTel Customer Service
> Ultratec, Inc.
> 450 Science Drive
> Madison, WI 53711

> kevin mocello@ultratec.com
> 1-888-269-7477 CapTel/Voice
> 1-800-482-2424 TTY
> 1-608-238-3008 FAX
>
>

CC: <miki.murphy@state.tn.us>, <maggie.schoolar@mail.sprint.com>

From: Julie Holeman <holemaju@yahoo.com>
To: Miki Murphy <Miki.Murphy@state.tn.us>
Date: 1/23/2005 7:50:02 PM
Subject: Re: CapTel in Tennessee

Dear Miki,

I contacted you last summer to see if Tennessee TDAP had CapTels available for people that are hard of hearing (like the one here in Oregon). You were working on getting them available at that time. Are they available now? I will be moving to Tennessee soon. Please let me know. Thank you!

Sincerely,
Julie Holeman)

--- Miki Murphy <Miki.Murphy@state.tn.us> wrote:

> Hello Julie!
> My name is Miki Murphy and I am the Program
> Coordinator for the
> Tennessee TDAP. Your email regarding CapTel was
> forwarded to me through
> our Information Officer.
> Currently, Tennessee does not have CapTel Service
> However, just today
> I was able to take another step in getting CapTel to
> this state! I
> anticipate going to RFP for CapTel in the very near
> future, once
> obtaining all of the necessary approvals. I am
> keeping my fingers
> crossed and working very hard toward getting CapTel
> here as soon as
> possible
> Once you have moved to TN (or very close to your
> move date) you may
> download an application and fill it out with all of
> the necessary
> information and send it to my office and I will
> ensure that your
> telecommunication needs are taken care of to the
> best of our ability
> Please feel free to continue communication with me
> for future updates
> on CapTel in TN
> Thank you for your interest!
> Miki Murphy
> TDAP Coordinator
>
> <http://www.state.tn.us/tra/consumerfiles/tdap.htm>
>
>

Do you Yahoo!?

Yahoo! Mail - You care about security. So do we.

[http //promotions yahoo com/new_mail](http://promotions.yahoo.com/new_mail)

From: "Cartrite, Dottie [SBS]" <DOTTIE.CARTRITE@mail.sprint.com>
To: <Miki Murphy@state.tn.us>
Date: 6/18/2004 2:45:30 PM
Subject: RE: CapTel in Tennessee

Hello Miki

I work with Maggie Schoolar for Sprint Relay. She suggested that I get in touch with you to find out to whom we should forward inquiries about CapTel for the State of Tennessee?

Several are beginning to come my way and I would like for the appropriate person and/or agency within the State to receive them. May I ask for your suggestion and assistance with this?

Thank you very much!

Dottie Cartrite
Sprint Relay
Sr. Government Account Support Rep.
303-801-3865
dottie.cartrite@mail.sprint.com

CC: "Schoolar, Maggie R [SBS]" <Maggie.Schoolar@mail.sprint.com>

From: <GPace88374@aol.com>
To: <miki.murphy@state.tn.us>
Date: 11/17/2004 10:37.21 PM
Subject: Re: CapTel Update??

Hello Miki,

I regret that I will be out of town Friday and I will not be able to attend the TCDHH meeting. I have mailed another CapTel petition to you with about 18 names gathered at the Statewide Workshop last Saturday for Teachers, Parents & Other Professionals serving children who are deaf and hard of hearing.

I stopped by the League and I was informed that the TDAP meeting has been canceled.

Do you have a status report on CapTel in Tennessee so that I can report this update in the November/December SHHH newsletter?

Thanks,
Gwen

From: "Nancy Young" <bhappy45@hotmail.com>
To: <Miki.Murphy@state.tn.us>
Date: 9/7/2004 8:26 PM
Subject: Captel Phone and Service

Hi, I was given your name and email address as someone I could contact to express my interest in the Captel Phone and service. I have a hearing impairment for which I wear hearing aids and although they improve my hearing ability, I still experience a problem with speech understanding especially over the telephone, consequently, it is difficult, frustrating, and at times impossible to carry on a telephone conversation. From what I have read and learned about the Captel Phone technology, it would greatly increase and improve my ability to understand what I hear on the telephone.

I urge the State of Tennessee to make this phone and service available to consumers in the state who, like me, would greatly benefit from this technology. Thanks for reading.

Nancy Young, 4023 Socorro Drive, Memphis, Tennessee 38128-2313

On the road to retirement? Check out MSN Life Events for advice on how to get there! <http://lifeevents.msn.com/category.aspx?cid=Retirement>

From: Rebecca.C Walls
To: Miki Murphy
Date: 11/29/2004 8 53 24 AM
Subject: CAPTEL

Hello Miki,

I've heard a lot good things about you I hope we will meet soon I'm hard of hearing with a cochlear implant Do you have any updates on the progress for Tennessee obtaining the Captel service? I want to pass this information for some folks that are enquiring in East Tennessee

Thanks!

Rebecca J. Walls RN
Nurse Consultant
Quality Assurance Team
Tennessee Commission on Aging & Disability
500 Deaderick St 8th floor
Nashville, TN 37243-0860

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phone 615 741 2056
fax 615.741 3309
rebecca c walls@state.tn.us

From: <NRTWITCHEL@aol.com>
To: <miki.murphy@wcom.com>, <Miki.Murphy@state.tn.us>, <miki murphy@mci com>
Date: 8/6/2004 8:52:12 AM
Subject: Cap-Tel Service

Miki,

I have three different e-mail addresses for you so sending this to all in hopes at least one of them work.

I really would like to see Cap-Tel services here in TN. Eventhough, I am beginning to use the telephone with my new CI, I still rely on VCO relay for the majority of my phone calls. I appreciate the good service I receive with this method, but there are some situations that it just does not work. For example if I am calling a place of business, you receive recordings of several options and by the time the operator types all of this and you make your selection the recording has hung up. Then you must begin your call all over again. It takes a long time (what seems forever) to make a business call and both the VCO operator, the person on the other line and myself are all becoming very discouraged.

I think over time my hearing will improve that I can make personal calls, but know I will also have to depend on relay for other calls. I would definitely buy the new equipment required to receive this service, and use it frequently.

I'm sorry for this quick mode of communication, but Dick and I have been traveling a lot this summer. In fact we are off today for a week in the mountains (trying to find some cool weather). I hope to see you on 8/20 at the TCDHH committee meeting in Nashville. I will be happy to help in whatever way will help to obtain this service for us TN residents.

Thanks for all your help.

Nelda Twitchell
SHHH TN Co-State Coordinator

From: <JJFG@aol.com>
To: <miki.murphy@state.tn.us>
Date: 1/3/2005 2:58 50 PM
Subject: REGARDING CAPTEL

Hello Miki Murphy,

I have been in touch with Kevin Mocello from CapTel. He tells me that Tennessee is finally setting things in motion toward attaining CapTel for its residents and you are one of its advocates. As one of those who has been cursed in middle age with deafness, I cannot begin to tell you how desperate I am to be able to talk on the phone again. Kevin relates that the best option for those of us who want to continue with a professional career would be something referred to as 2Line CapTel Service. As I understand it, this would enable us to receive normal telephone calls from hearing people and then "switch over" through the hit of a button to a second line. That would enable one to receive the captioning without having to tell the hearing person to call back on a special line. I cannot emphasize enough how big a boon that would be for both professionals and home makers. It would allow us to feel and function again as human beings without being special or handicapped. It would also allow one to expedite business with normal hearing clients without the added pressure of dealing with redialing or using special numbers that clients would have to dial. What can you do to help with this situation? I would love to hear from you. Since at present I cannot hear on the phone I guess email would have to do.

Thanks and Happy New Year,

Jeff Golladay

From: <MTurnip13@aol.com>
To: <Miki.Murphy@state.tn.us>
Date: 10/21/2004 12:20:23 PM
Subject: CapTel and other misc.

Miki

Hello there! This is Mike Turner and I would like some information from you. Hope things are going well for you. If I recall from the last TDAPT meeting, you mentioned you were getting married this Fall. Am I correct on that?

I want to pass this information to you, that as the theme goes, "The Shrinking IT Workforce" of the job world has impacted me. After 30 years with Nashville Gas Company, I was let go last August due to corporate downsizing.

At this time, I have been taking some time off to research and define what I want to accomplish. I will be looking in all areas of interest, and keeping my options open for employment opportunities.

Presently I am looking into the possibility of networking with TRA and/or the Relay Service Providers to see if there are any opportunities available for me. Since CapTel is fairly new service in the Relay market, I would be most interested in marketing or outreach of this service. Is there a connection that you know of that will steer me into this direction?

Also, I need an amplified telephone so that I will be able to hear clearly for phone interviews. Colleen mentioned to me that I could get one from the TTY distribution program. Could you tell me what the process is for obtaining one?

Also, what is the latest development of CapTel coming to Tennessee? Where does it stand at this time? How is the CapTel telephone equipment going to be distributed? I think it is a great service, so I'm looking forward to seeing it come to Tennessee soon. If I can do anything to make that happen, please let me know.

Thanks!

Mike Turner
7005 Still Spring Hollow
Nashville, TN 37221
615-646-0369 (H)
615-646-1583 (Fax)
MTurnip13@aol.com
(Email address)
mtturner@tmail.com (Wireless device)

From: <MTurnip13@aol.com>
To: <Miki.Murphy@state.tn.us>
Date: 1/3/2005 11:27:55 AM
Subject: CapTel

Miki

I hope you had a good holiday season!

I also hope that you will get this email since I know you have gained a name added to your last name. As I recall from the last TDAPT meeting in December, there will be a conference meeting with the TRA on January 10. May I attend this meeting? If so, may I have the itinerary schedule and the location of the meeting? I would very much like to seek some kind of employment with Sprint promoting CapTel.

Thanks!

Mike Turner

From: "vivica hammond" <happytrails16@comcast.net>
To: <Miki Murphy@state tn us>
Date: 10/21/2004 5 36 09 PM
Subject: Captel in TN?? PLEASE??!!

Dear Miki Murphy,

I am very hard of hearing I have waited for YEARS to get a captioned telephone made available for us who are very limited when we cannot use the telephone I have attended several SHHH (Self Help for Hard of Hearing) conventions and was so excited a few years ago to see that CAPTEL, by Unitech was coming on the market! Last year, I wondered why we were not able to get it yet in Tennessee and they informed me that Tennessee does not have the relay service yet in their state for them to carry it I was sooooo disappointed! I have since found out that over half the states in our country have this service I am hoping that Tennessee might be the next state!

What do we have to do to get it????!! I understand it has to be voted on in the state legislature I am trying to gather some information to give to the two representatives that I know in our district who represent us in the state legislature But I would greatly appreciate if you could give me more information to better equip them, me, and others in my hard of hearing support group who also are awaiting captioned telephones!

Please let me know the steps that need to be taken, information I need to pass on and to whom, and what one person can do to get this service Thank you for all the help you can send my way I appreciate what you are doing to help the hard of hearing community and citizens of our great state of Tennessee! Sincerely, Viv Hammond